

## Storm Water Fees

Funding for storm water management comes from a storm water utility fee included on your utility bill. The fee is based on the amount of impervious surface area on a property and the cost of providing storm water services.

### Single Family Fees

Single family households pay a basic flat rate of \$4.75 per month (\$9.50 per utility bill).

### Commercial-Type Fees

Commercial-type properties typically have more hard surface area than residential properties, thus creating more runoff and a greater burden on the drainage system. To determine fees, the City measures the amount of impervious surface area on a parcel of property and the owners are charged \$4.75 per month for every 2,500 square feet of impervious surface.

**Utility Billing Questions: 341-7806**

**All fees go into the Storm Water Utility Fund and are used only for storm water management activities.**

## Storm Water Services - Activities

- ◆ Strategic Planning
- ◆ Engineering and Design
- ◆ Construction/Capital Projects Management
- ◆ Routine and Preventative Maintenance
- ◆ Street Sweeping
- ◆ Retention Pond Inspections
- ◆ Public Outreach and Education
- ◆ Customer Service



## Protect Wilmington's Waterways

- ◆ Never put anything into a storm drain, drainage ditch, or creek.
- ◆ Always clean up after your pet.
- ◆ Use fertilizers and pesticides sparingly and apply the correct amounts. Get a free soil test kit from the NHC Cooperative Extension.
- ◆ Dispose of leaves, grass clippings, and other yard waste properly. Leave grass clippings on the lawn as a natural fertilizer, compost yard waste and use as a mulch, or put waste in a bag for Yard Waste Collection Day.
- ◆ Throw litter in the trash. Reduce, reuse, and recycle.
- ◆ If you wash your vehicle at home, wash it on the grass or take it to a commercial carwash.
- ◆ Recycle motor oil, antifreeze, and other auto fluids at an auto parts store, the County landfill, or the annual Household Hazardous Waste Collection Day.
- ◆ Properly dispose of household hazardous chemicals, like paint and pesticides.
- ◆ Check your vehicle for leaks and repair them.
- ◆ Tell a friend or neighbor how they can help protect our waterways too!



## Public Services Department

# STORM WATER SERVICES



Storm Water Services maintains and improves the public drainage system for protection of our community and the environment.

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Storm Water Services  
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Tel: 910 343-4777  
TDD: 910 341-7873  
[www.wilmingtonnc.gov](http://www.wilmingtonnc.gov)

## When It Rains It Drains

When it rains, the water that hits the ground has three basic options: soak into the ground, evaporate, or runoff. In natural settings, rain water is slowed and filtered by plants, soil, and other natural buffers.

When rain falls on impervious (hard) surfaces such as rooftops, roads, and parking lots, it becomes storm water runoff. The amount of storm water runoff increases as the amount of impervious surface increases. **Runoff flows faster across impervious surfaces and also picks up pollutants.**

In Wilmington, storm water runoff is channeled into a complex, interconnected system of storm drains, pipes, ditches, ponds, culverts, and creeks. The following creeks form the backbone of Wilmington's drainage system: Smith Creek, Burnt Mill Creek, Greenfield Lake, Barnards Creek, Whiskey Creek, Hewletts Creek, Bradley Creek, and Howe Creek.



Impervious surfaces increase the **QUANTITY** and decrease the **QUALITY** of storm water runoff

## Comprehensive

Storm Water Services maintains the drainage system within the public right-of-way or accepted easements. Runoff from private property eventually drains into the public drainage system or receiving waterways. Because the public drainage system routes storm water from higher land away from lower-lying properties and public roads, it serves a protective purpose.

**Roadside ditches and drainage improvements significantly reduce flooding on downstream roads and property.** The public drainage system protects both public and private property from the impacts of storm water.

With the current level of resources, Storm Water Services is able to be proactive in our approach to storm water management and effectively respond to situations as they arise.



In response to citizen demands for better drainage management, the City of Wilmington implemented a fee-supported storm water utility to expand maintenance and make improvements to the drainage system



## Storm Water Services

Storm Water Services is dedicated to the **comprehensive management** of Wilmington's public drainage system. Comprehensive storm water management includes: **long range planning, capital improvement projects, preventative maintenance** and **public education** about storm water, drainage issues, and water quality.

Since storm water runoff is a primary source of water quality impairment, pollution prevention is integrated into storm water projects whenever possible. In addition, the City of Wilmington is required to hold a permit from the state as part of EPA storm water regulations.

**Comprehensive management** allows Storm Water Services to budget and set storm water utility fees based on the actual costs of providing services, preventive maintenance, and funding for much needed drainage improvement projects.



Our goal is to manage the **QUANTITY** and **QUALITY** of storm water runoff in a **COMPREHENSIVE MANNER**

**Storm water runoff does not go to a treatment plant! Learn more at: [www.wilmingtonnc.gov](http://www.wilmingtonnc.gov)**

**Storm water runoff carries pollutants** (such as automobile fluids, fertilizers, pesticides, yard debris, litter, pet waste, and sediment) into the storm drainage system. This polluted water does not go to a treatment plant, but instead empties into our creeks, streams, and primary waterways like the Cape Fear River and Intracoastal Waterway.

**Polluted storm water runoff is the #1 source of water pollution in North Carolina**